



June 1, 2012

Mr. Jonathan Hurst, Director
Governor's Office of Budget, Planning & Policy
P.O. Box 12428
Austin, Texas 78711

Ms. Ursula Parks, Director
Legislative Budget Board
P.O. Box 12666
Austin, Texas 78711

Dear Mr. Hurst and Ms. Parks:

In accordance with statutory requirements, the Texas Department of Transportation is providing the attached Report on Customer Service. The department's main product is the state highway system and our primary customers are the travelling public in Texas.

We conducted a survey to gauge public opinion of the service quality of the state highway system. We collected feedback on the public's satisfaction with department business services, including our facilities, staff, communications, website, complaint-handling processes, timeliness, and printed information. Overall, the respondents have a favorable opinion of the Texas highway system and of how TxDOT provides them services. We believe this is a testament to the hard working men and women of the agency, the local communities that allow us to support them, and the Legislature who provides us the opportunity to serve Texans. We see these results as a starting point for even greater customer service.

The attached report details the results of this recent customer survey. If you have any questions or need additional information, please contact me at (512) 305-9501. If your staff has any questions, please have them contact Scott Leonard, Chief Strategy and Administration Officer, at (512) 305-9508.

Sincerely,

Phil Wilson
Executive Director

Attachment

cc: Texas Transportation Commission
James Bass, Chief Financial Officer, TxDOT
Scott Leonard, Chief Strategy and Administration Officer, TxDOT

THE TEXAS PLAN

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Texas Department of Transportation Report on Customer Service – May 2012

Inventory of External Customers

The Texas Department of Transportation (TxDOT) primarily provides planning, construction, and maintenance of the state's highway system. In addition, the department provides ancillary business services such as driveway permitting, right of way acquisition and negotiation, travel information centers and publications, rail safety inspections, and grant administration. TxDOT's customers include members of the traveling public who use the transportation system and its supporting administrative functions for daily personal and commercial travel. Customers also include commercial shippers for short and long-term freight hauling who use the physical system as well the supporting business services on a regular basis.

Methodology Description

The Legislative Budget Board and the Governor's Office of Budget, Planning and Policy require state agencies to submit a Report on Customer Service as supporting documentation to the required Strategic Plan. The report must address the following seven categories including: General/Overall; Facilities; Staff; Communications; Internet Sites; Complaint Handling Process; Timeliness, Printed Information.

In preparation for this Customer Service Report, TxDOT contracted with Cambridge Systematics, Inc. and Harris Interactive Service Bureau to conduct an online poll of a representative sample of Texans over the age of 18. Participants answered up to 25 questions regarding TxDOT's services including the Texas Highway system service levels and TxDOT's business service ratings. Among other issues, participants were asked to rate: the clarity of roadway signage; information on road conditions; the safety and cleanliness of the highways; the level of maintenance of the highways and rest stops; the cleanliness and accessibility of TxDOT's business facilities, the courteousness and professionalism of its employees; the timeliness of its complaint processing, and the convenience and accessibility of its locations.

TxDOT surveyed a total of 411 respondents from areas representing 3 different sized regions throughout the state. The regions are: major metro areas, smaller urban areas, and non-metro counties. The response rates in these regions closely align with the percentage of population in each region.

Overall Conclusion

Customers participating in this survey generally think TxDOT is doing a good job keeping Texas roads safe and in good condition. Furthermore respondents are satisfied with the service TxDOT employees are providing them. While these results support our key strategic goals, the survey also highlights the importance of TxDOT's continued focus on delivering best in class customer service.

The characteristics of the survey respondents are as follows:

Characteristic	Number	Percentage
Region in Texas		
Region 1 (Major Metro Areas)	292	71%
Region 2 (smaller urban areas)	67	16%
Region 3 (non-metro counties)	52	13%
Total	411	100%
Gender		
Male	218	53%
Female	193	47%
Total	411	100%
Age		
Under 18	0	0%
18-30	90	22%
31-45	72	28%
46-59	122	30%
60 or older	127	31%
Total	411	100%
Racial Identification		
African-American /Black	37	9%
Anglo-American/White	308	75%
Asian American/Native American	5	1%
Mexican American/Hispanic	30	7%
Multiracial/Other	18	4%
Declined to Answer	13	3%
Total	411	100%

Respondents were asked to rate responses on a 5 point scale between Strongly Agree (5) and Strongly Disagree (1). The score is calculated by averaging those ratings. All 411 respondents are represented in the following results. However, if a respondent answered N/A (Not Applicable), their answer is not included in the average for that question.

LEGEND

AVG Score = average score
 No. = number of respondents
 SA = strongly agree = 5
 A = agree = 4
 N = neutral = 3
 D = disagree = 2
 SD = strongly disagree = 1

Findings

Table 1
Summary of Findings

AREA OF SERVICE	Percent of customers who agree or strongly agree
HIGHWAY & FACILITIES	
TxDOT's roadway signage is clear and adequate.	70.6%
TxDOT provides adequate information on road conditions.	55.2%
TxDOT does a good job of minimizing traffic disruption around highway work zones.	44.3%
Texas highways are safe.	58.9%
Texas highways are well-maintained.	59.6%
TxDOT does a good job of keeping the highways clean.	65.9%
Texas highways are well-planned.	50.6%
The safety rest areas and picnic areas along Texas highways are well-maintained.	60.8%
Overall, I am satisfied with the condition of state highway facilities in Texas.	62.5%
STAFF	
TxDOT employees were knowledgeable and able to answer my questions in a timely manner.	52.5%
TxDOT employees were courteous and professional.	56.6%
TxDOT employees clearly explained the business services that are available to me.	37.3%
TIMELINESS	
The time I waited to receive TxDOT services was reasonable.	43.2%
COMPLAINT HANDLING	
If I submitted a complaint to TxDOT, it was handled in a professional and timely manner and to my satisfaction.	31.1%
COMMUNICATIONS	
My communications with TxDOT (letters, calls, emails) were answered in a timely and professional manner.	44.6%
I received all the information I requested from TxDOT.	47.2%
WEBSITE	

If I visited TxDOT's web site (www.txdot.gov), it was easy to use and contained accurate and easily understood information.	53.6%
PRINTED MATERIALS	
TxDOT's printed documents (brochures, handouts, and reports) are accurate, clear, and easy to understand.	55.6%
OVERALL - BUSINESS SERVICES	
Overall I am satisfied with the business services I receive from TxDOT.	48.5%
The location of TxDOT business facilities (area, district, and headquarters offices; Travel Information Centers, etc.) was convenient (parking, access, distance, etc.).	41.7%
The TxDOT business facility where I received services was safe, clean, orderly, and accessible.	49.7%
TxDOT business services had convenient hours.	47.4%

Table 2
Highway & Facilities Findings

HIGHWAYS & FACILITIES							
	Avg Score	No.	SA%	A%	N%	D%	SD%
TxDOT's roadway signage is clear and adequate.	3.7	411	13.9%	56.7%	16.8%	9.7%	2.9%
TxDOT provides adequate information on road conditions.	3.5	411	9.0%	46.2%	30.2%	10.7%	3.9%
TxDOT does a good job of minimizing traffic disruption around highway work zones.	3.2	411	6.8%	37.5%	29.4%	19.0%	7.3%
Texas highways are safe.	3.5	411	10.9%	47.9%	26.5%	10.9%	3.6%
Texas highways are well-maintained.	3.5	411	12.4%	47.2%	25.8%	9.7%	4.9%
TxDOT does a good job of keeping the highways clean.	3.6	411	14.6%	51.3%	22.4%	6.1%	5.6%
Texas highways are well-planned.	3.3	411	8.3%	42.3%	28.7%	14.4%	6.3%
The safety rest areas and picnic areas along Texas highways are well-maintained.	3.6	411	15.3%	45.5%	29.9%	5.4%	3.9%
Overall, I am satisfied with the condition of state highway facilities in Texas.	3.5	411	11.2%	51.3%	22.6%	10.2%	4.6%

The overall condition of the state highway facility was rated at 3.5 with 65% of the respondents agreeing that they were satisfied. Areas of roadway signage, information on road conditions, roadway safety, roadway maintenance/cleanliness and rest stops/picnic areas were rated above average with 62% of the respondents agreeing with the satisfaction statements. An area of opportunity is in minimizing the traffic disruption around highway work zones, with 55% either neutral or dissatisfied.

Table 3
Staff & Timeliness Findings

STAFF							
	Avg Score	No.	SA%	A%	N%	D%	SD%
TxDOT employees were knowledgeable and able to answer my questions in a timely manner.	3.5	179	14.0%	38.5%	39.7%	3.4%	4.5%
TxDOT employees were courteous and professional.	3.6	196	15.3%	41.3%	32.7%	7.7%	3.1%
TxDOT employees clearly explained the business services that are available to me.	3.3	158	10.8%	26.6%	47.5%	9.5%	5.7%
TIMELINESS							
	Avg Score	No.	SA%	A%	N%	D%	SD%
The time I waited to receive TxDOT services was reasonable.	3.4	169	13.6%	29.6%	43.2%	5.9%	7.7%

The professionalism and courteousness of TxDOT employees was above average with 57% of the respondents agreeable. In the area of timeliness, the results were convoluted. While the question concerning the knowledge and timeliness of the staff received an average rating, the question referring to the overall response time scored below average. This indicates that the issue does not lie with the staff, but possibly with the process. Another area of opportunity is the ability of the staff to more clearly explain the available business services.

Table 4
Complaint Handling & Communications Findings

COMPLAINT HANDLING							
	Avg Score	No.	SA%	A%	N%	D%	SD%
If I submitted a complaint to TxDOT, it was handled in a professional and timely manner and to my satisfaction.	3.1	132	7.6%	23.5%	50.0%	10.6%	8.3%
COMMUNICATIONS							
	Avg Score	No.	SA%	A%	N%	D%	SD%
My communications with TxDOT (letters, calls, emails) were answered in a timely and professional manner.	3.3	157	12.1%	32.5%	41.4%	5.1%	8.9%
I received all the information I requested from TxDOT.	3.5	178	16.3%	30.9%	41.0%	6.2%	5.6%

Those surveyed indicated that they received all the information they requested from TxDOT satisfactorily. However, the ratings indicate that there is some room for improvement in the handling of complaints and communication via mail, phone or emails could be improved.

Table 5
Website and Printed Materials Findings

WEBSITE							
	Avg Score	No.	SA%	A%	N%	D%	SD%
If I visited TxDOT's web site (www.txdot.gov), it was easy to use and contained accurate and easily understood information.	3.5	222	13.5%	40.1%	34.7%	7.7%	4.1%
PRINTED MATERIALS							
	Avg Score	No.	SA%	A%	N%	D%	SD%
TxDOT's printed documents (brochures, handouts, and reports) are accurate, clear, and easy to understand.	3.6	207	16.4%	39.1%	38.6%	2.9%	2.9%

The quality of the website concerning accuracy and ease of use was rated as average with 54% of the respondents satisfied. The printed documents in the form of brochures, handout and reports were also rated above average.

Table 6
Overall – Business Services Findings

OVERALL - BUSINESS SERVICES							
	Avg Score	No.	SA%	A%	N%	D%	SD%
Overall I am satisfied with the business services I receive from TxDOT.	3.4	202	13.4%	35.1%	39.1%	6.9%	5.4%
The location of TxDOT business facilities (area, district, and headquarters offices; Travel Information Centers, etc.) was convenient (parking, access, distance, etc.).	3.3	206	7.8%	34.0%	45.6%	9.2%	3.4%
The TxDOT business facility where I received services was safe, clean, orderly, and accessible.	3.5	173	14.5%	35.3%	40.5%	5.8%	4.0%
TxDOT business services had convenient hours.	3.4	194	7.2%	40.2%	43.8%	5.2%	3.6%

The overall safety and accessibility of TxDOT facilities was rated as satisfactory. Satisfaction scores with facility hours, location and general business services are mostly driven by neutral responses as opposed to negative responses.

Action Items

The analysis of these surveys will be forwarded to the appropriate office. Areas in which the scores fell to below average will be further evaluated. Further, additional analysis or feedback may be solicited to identify potential service improvement.